

November 5, 2018

WHAT'S HAPPENING

A newsletter for the Maine Medical Center family

BBCH Halloween Parade Full of Treats for Young Patients



MaineHealth

UNCOVER YOUR **BENEFITS**

FINAL
REMINDER

**IT'S OPEN
ENROLLMENT!**

October 29-November 9, 2018
mainehealth.org/employees

2018 EMPLOYEE ENGAGEMENT UPDATE

In 2017, MMC and MMP employees (non-medical staff) participated in an Engagement Survey to identify opportunities to improve our workplace. Three organization-wide priorities at MMC and two at MMP were identified (called engagement drivers). While there are numerous ongoing efforts that contribute to addressing these drivers, including **MMC's recently announced Staff Fitness/Wellness Center** that is scheduled to open in Fall 2019, below are highlights of work generated as a direct result of the survey.



MAINE MEDICAL CENTER

ENGAGEMENT DRIVER	ACTION PLANNING STEPS COMPLETED TO DATE:
My organization helps me deal with stress and burnout.	<p>The Stress and Burnout workshop had 165 employees attend on Aug. 10, and we plan to bring it back this winter. Work is ongoing to coordinate a variety of workshops.</p> <p>More than 500 colleagues attended the Compassionate Interactions workshop and another 500 employees are on a waiting list. Workshops will return starting in January.</p>
Abusive behavior is not tolerated in my organization.	<p>Partnership Agreement w/Consequences — Received input from MMP, Nursing Practice Council, Legal and Patient and Guest Relations, and is now going to the Chiefs and Medical Executive Committee for endorsement.</p> <p>De-escalation Video — The video is being finalized and will be rolled out as an annual proficiency to all colleagues.</p> <p>Critical Incident Stress Management Training — This is a program to train 40 trainers (Spiritual Care, charge nurses and supervisors) to debrief staff following critical incidents. This training was delayed, but has been rescheduled for December.</p> <p>Hire of Two Masters Prepared Psychiatric Nurses — A second nurse has been hired. Together, the two nurses provide support and coaching to clinical staff caring for patients with behavioral health needs.</p> <p>Safety Care Training — Trainers will be recertified next year. More trainings are being scheduled.</p> <p>Patient Behavior — This workgroup is standardizing the process to alert colleagues that a patient may be a danger to himself or others by refining flagging and reporting procedures.</p> <ul style="list-style-type: none">• <i>Flagging in Epic</i> — Efforts are underway to create the functionality in Epic to flag patients as safety concerns to staff in order to prevent abuse. The process will proactively identify patients who may present with abusive behavior.• <i>Reporting Abusive Behavior</i> — Safety and Risk Management is adding a button in RL Solutions to make it easier to report an incident of abuse against staff. <p>Visitor Policy Revision and Clarification — The abusive behavior subcommittee identified an opportunity to prevent abusive behaviors by revising our Patients' Rights to Visitation: Partners in Care Family Support Policy. The changes will be communicated to staff, One Call and referring providers.</p>
I have never been asked to compromise my values.	<p>The new sexual harassment prevention e-learn was deployed and is now a mandatory, yearly training for all colleagues.</p>

MAINE MEDICAL PARTNERS

ENGAGEMENT DRIVER	ACTION PLANNING STEPS COMPLETED TO DATE:
I am kept informed of the organization's future plans and direction.	<p>MMP full leadership convened to learn of key focus areas for the medical group and how to bring these efforts to life. Engagement of staff around these efforts was noted to be a critical success factor and essential to keeping staff informed. Topics included: referral process improvement, working with regional group practice colleagues across MaineHealth, mentoring staff, and improving patient experience, team engagement and communications across MMP practices.</p> <p>Staff workgroups continue to discuss opportunities for improvement in patient experience and staff engagement. They addressed issues such as staff development opportunities and appearance policies, and played an important role in the development of medical assistant and registered nurse ladders, which create professional development opportunities for valued clinical staff.</p> <p>Completed senior leader visits to every MMP office to review 2018 accomplishments and talk about activities of interest to staff.</p>
I have helpful discussions with my manager about my career.	<p>Rolled out the third of three videos highlighting staff development and career progression.</p>